



**Michael O. Leavitt**  
Governor  
**Olene S. Walker**  
Lieutenant Governor

# STATE OF UTAH

## UTAH STATE TAX COMMISSION

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**R. Bruce Johnson**, Commissioner  
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**DATE:** February 5, 2004  
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### CROWDS FLOCK TO GOVERNMENT WEBSITE, SOME IN PAJAMAS

Utahns can renew vehicle registrations at any time of day or night, in the comfort of their own homes, and yes, even in their pajamas at [www.utah.gov](http://www.utah.gov)

SALT LAKE CITY, Utah –January 30, 2004– Increasing numbers of Utahns are taking advantage of the convenience offered 24/7 at the state's most popular online government service. Comparing 2003 with the prior year, [utah.gov](http://utah.gov) saw a 34% increase in the usage of Renewal Express, an easy option for citizens who do not want to brave the crowds at the Department of Motor Vehicles (DMV) in order to renew their vehicle registrations

Since its launch in 2000, over 500,000 people in Utah have renewed their vehicle registrations over the Internet, and the percentage of people who choose to use the online option continues to increase each month. Currently, the online application processes upwards of 20,000 renewals a month, making it one of the most widely used eGovernment services of its kind in the nation.

Utah's DMV numbers show that over 60% of people waiting at their offices are there simply to renew their registration. With Renewal Express, instead of having to leave work and wait in line at an office, they can be finished with their business in just minutes, regardless of the time of day. "Our goal is to serve Utah citizens, and Renewal Express clearly offers something people want, which is to do business when it is convenient for them, not just for government," said Rod Marrelli, Executive Director of the Utah State Tax Commission, the state agency which includes DMV among its various divisions.

Governor Olene Walker concurs. "We've had 500,000 people use Renewal Express to-date, and I'm hoping we'll have even more this year. It's the fastest and easiest way to renew a vehicle registration, and I encourage our citizens to take advantage of this service."

The online service allows Utah citizens to completely renew automobile, watercraft, snowmobile, trailer, and off-road vehicle registrations 24 hours a day and seven days a week, without ever leaving home. Renewal Express also accepts credit card payments. Using the online option allows citizens to print an immediate temporary permit, even for vehicles that have expired registrations (good news for all you last-minute nellies out there). Permanent registration decals are mailed within ten days of completing the online process. Citizens and business owners alike benefit from the convenience of Renewal Express. Utahn Russell Daly has this to say about Renewal Express, "It is so much more convenient to do it this way. Please keep up this great service!"

Stephanie Pappas, owner of Roofers Supply in Salt Lake City, uses the online service to renew registrations on her fleet of vehicles. "Before Renewal Express I either had to go do the renewals myself or pay a helper to go and wait in line and do the renewals for me. I have a fleet of approximately 30 vehicles that I can renew online, and the savings in time alone is valuable to my business."

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